

JANUARY 18, 2008

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: RONALD W. HILL
SENIOR STATE CONTRACT PROCUREMENT SUPERVISOR

SUBJECT: ADDENDUM TO AWARD NOTICE
CONTRACT NO.: **05-384-AC, CELLULAR/DATA EQUIPMENT & SERVICES**

ADDENDUM # 7

This addendum is issued to provide contact information for Verizon Wireless services.

Verizon Wireless - State of Delaware
Where do I go?

Orders-Please have an authorized contact e-mail your order
information to: StateofDE@VerizonWireless.com

Include the following information:

- Mobile number (if existing account)
- Equipment requested
- Accessories requested
- Price plan requested-voice and/or data
- Special features requested (example: Tethering)
- User name
- Shipping address
- Agency name
- If adding to an existing account, then please provide the account number
- Billing address
- Contact number and name in case there are questions about the order

Customer Service issues, billing inquiries, and payment questions, please send to wfmneliaison@hq.verizonwireless.com Please place in the subject line State of DE.

Responsibilities:

Billing Responsibility Changes / Transfer of Service	Update Account Profiles	General Questions
LNP Questions when Equipment Received	Price Plan Changes	Address Changes
Enhances Service Additions / Deletions	Price Plan Analysis	ESN Changes
Telephone User Name Changes	Voicemail Questions	Disconnects
Billing Questions/Adjustments	Suspends / Reactivations	Payments
Mobile Number Changes	Billing Responsibility Changes / Transfer of Service	

Day-to-Day Sales Activities, equipment, data and pricing questions etc. please contact **DJ Raught** at 302-540-9999.

Contract Questions, data questions, escalated issues, price plan questions please contact **Tina Trexler** at 610-246-2799.

Activating Phone-if you have a problem with over the air activation (*228), please have your authorized contact on the line and call 800.922.0204 and request customer service. If it is a port in number contact the port center at 888-844-7091. You may be required to supply the *order number* and the *location code*, which is found at the top right hand corner of the packing slip.

Equipment-for first free replacement phones per State contract please follow the ordering process above. Indicate that this is a replacement phone. For other equipment concerns, please follow the handset warranty exchange process below.

Handset Warranty Exchange (FRU)- please contact the AOC/Regional Return Center at 800-417-3849.

Not sure who to call? Reach out to Tina Trexler at 610-246-2799.

Local Team			
Tina Trexler	Government Account Manager	Tina.trexler@verizonwireless.com	610-246-2799
DJ Raught	Government Sales Representative	Roland.Raught@verizonwireless.com	302-540-9999
Elliott Scates	Government Sales Manager	Elliott.scates@verizonwireless.com	609-922-3121
Sandi Sheckler	Government Associate Director	Sandra.Sheckler@verizonwireless.com	302-530-1554
Craig Powell	Data Solutions Manager	craig.powell@verizonwireless.com	215-284-2383
Sherrie Henson	Account Liaison	wfmneliaison@hq.verizonwireless.com ** Please note in subject line STATE of DE	800-806-8618 ext 1576